

## **Challenge and Improvement Work Plan (as off 11 February 2019)**

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**Purpose:** The table below provides a summary of reports that are due on the Forward Plan over coming months.

**Recommendation:** That members note the contents of this document.

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<b>Title</b>	<b>Lead Officer</b>	<b>Purpose of the report</b>
<b>19 FEBRUARY 2019</b>		
Gainsborough Foyer re Youth Housing Provision	Ele Durrant, Democratic and Civic Officer	Invitation extended for an update regarding youth housing provision at Gainsborough Foyer
Garden Waste Review	Ady Selby, Strategic Manager Services	Review of garden waste process in year one and decision on pricing for year two
Customer First 6 month update	Michelle Carrington, Strategic Lead Customer First	To provide an update on the progress of the Customer First Programme
<b>2 APRIL 2019</b>		
Presentation Item - Invite to TASL by C&I	Ele Durrant, Democratic and Civic Officer	To invite representatives from TASL to provide committee with an overview of the services provided within West Lindsey including performance figures and challenges / obstacles encountered across the district.
C&I Annual Report	Ele Durrant, Democratic and Civic Officer	To provide and overview of the work undertaken by the C&I Committee as constitutionally required.
<b>25 JUNE 2019</b>		
Voice of the Customer Annual Report	Natalie Kostiuk, Customer Experience Officer	Customer Experience Annual Report. To provide Members with the annual update from the Customer Experience Officer regarding comments, complaints and compliments.
Challenge & Improvement Operating Methodology	Mark Sturgess, Executive Director of Operations and Head of Paid Service	To review, amend and approve the committee operating methodology
Progress and Delivery Report - Period 4 2018/19	Mark Sturgess, Executive Director of Operations and	To present performance of the Council's key services against agreed performance measures and indicate

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Head of Paid Service

where improvements should be made, having regard to the remedial action set out in the report.

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**3 SEPTEMBER 2019**

Progress and Delivery Report - Period 1 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key services through agreed performance measures and indicating areas where improvements should be made, having regard to the remedial action set out in the report.

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**8 OCTOBER 2019**

**12 NOVEMBER 2019**

Selective Licensing Annual Update C & I

Andy Gray, Housing and Enforcement Manager

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Progress and Delivery Report - Period 2 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

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**7 JANUARY 2020**

**18 FEBRUARY 2020**

**31 MARCH 2020**

Progress and Delivery Report - Period 3 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key service against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

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**28 APRIL 2020**

**19 MAY 2020**

**23 JUNE 2020**

Progress and Delivery Report - Period 4 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

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